

## Medicaid Basic Training offered

Wisconsin Medicaid is conducting Medicaid Basic Training for *new* providers or *new* staff who need to increase their *basic* knowledge of the Medicaid program. Attendees will obtain general, all-provider information but will not receive service-specific billing and policy information. More experienced providers and staff should call Provider Services or their Professional Relations Representative with questions regarding the Medicaid program and with issues regarding specific claims. Registration is required; however, Wisconsin Medicaid does not charge a fee for attending.

### Medicaid Basic Training

Medicaid Basic Training offers *new* providers and *new* staff the opportunity to increase their *basic* knowledge of the Medicaid program. This training is not intended for experienced providers or staff. Medicaid Basic Training will be held at three locations in September and October 2001 (refer to the table on page 4 for date, time, and location information). These training sessions are held at various locations in Wisconsin throughout the year. Watch your *Wisconsin Medicaid and BadgerCare Update* and Remittance and Status Report for information on future training.

Medicaid Basic Training is intended to supply new providers and new staff with general, all-provider information. The agenda, which is the

same for all sessions, includes the following topics:

- Eligibility and the Forward Card.
- Other insurance codes.
- Medicare disclaimer codes and crossover claims.
- Claims submission and claims adjustments.
- Remittance and Status Report.
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) overview.

It is important that providers bring a copy of the All-Provider Handbook to the training. All certified providers have received a copy of this handbook. Providers who would like to receive an additional copy may either download and print it from the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/), or contact Provider Services at (800) 947-9627 or (608) 221-9883 to purchase a copy.

Experienced providers and staff should call Provider Services or their Professional Relations Representative with questions regarding the Medicaid program and with issues regarding specific claims. The names and telephone numbers of the Professional Relations Representatives are listed in

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# Prior authorization for recipients retroactively disenrolled from Medicaid HMOs, special managed care programs, or Family Care care management organizations

This *Update* article clarifies policy regarding prior authorization (PA) procedures for recipients who are disenrolled from a Medicaid HMO, special managed care program, or Family Care care management organization (CMO) and retroactively enter fee-for-service status.

## Policy and procedures

Occasionally, a service requiring Medicaid fee-for-service prior authorization (PA) is performed during a recipient's enrollment period in a state-contracted HMO, special managed care program, or Family Care care management organization (CMO). After the service is provided, and it is determined that the recipient should be retroactively disenrolled from the HMO, special managed care program, or Family Care CMO, the recipient's eligibility is changed to fee-for-service for the date of service (DOS). The recipient is continuously eligible for Wisconsin Medicaid but has moved from HMO, special managed care program, or Family Care CMO enrollment to fee-for-service status.

In this situation, the HMO, special managed care program, or Family Care CMO would deny the claim because the recipient was not enrolled on the DOS. Medicaid fee-for-service would also deny the claim because PA was not obtained.

Providers may take the following steps to obtain reimbursement:

- For a service requiring PA for fee-for-service recipients, the provider is required to submit a PA request. Indicate "retroactive fee-for-service" in addition to providing a written description of the service requested under "Description of Service," on the PA request. Also indicate the actual date(s) the service(s) was provided.
- If the PA request is approved, the provider is required to follow Medicaid's fee-for-service policies and procedures for claims submission.
- If the PA request is denied, Wisconsin Medicaid will not reimburse the provider for the services. A PA request would be denied for reasons such as lack of medical necessity. A PA request would not be denied due to the retroactive fee-for-service status of the recipient.

**A** PA request would not be denied due to the retroactive fee-for-service status of the recipient.

Please refer to the Prior Authorization section of the All-Provider Handbook for additional information on PA. ✦

# The Health Care Financing Administration has a new name

The federal Department of Health and Human Services Secretary recently announced that the Health Care Financing Administration (HCFA) would now be called the Centers for Medicare and Medicaid Services (CMS).

Under the change, the agency formerly known as HCFA will be restructured into different centers within CMS. Under the new structure, Medicaid will originate from the Center for Medicaid and State Operations.

Going forward, Wisconsin Medicaid will refer to CMS in its publications when appropriate. ✦

## What's new on the Medicaid Web site

The Wisconsin Medicaid Web site includes provider and recipient publications, Medicaid contacts and statistics, and eligibility and benefit information. You may visit the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).

The following is a list of what has recently been added to the Medicaid Web site:

- August 2001 *Wisconsin Medicaid and BadgerCare Update*.
- Updated maximum allowable fee schedules for some providers.
- Updated Medicaid and BadgerCare caseload statistics.
- Updated federal poverty levels.
- Revised Pharmacy Handbook.

Keep in mind that if you do not have a computer with Internet access, many libraries have access available. ✦

## Correction to July 2001 *HIPAA inSight*

Due to a printing error, a line of information was inadvertently omitted from the July 2001 *HIPAA inSight* (PHC 1806), titled "Welcome to HIPAA." Four bullet points, instead of five, were listed at the bottom of the second page. The correct text should read as follows:

### What are the HIPAA standards?

The Administrative Simplification provisions of HIPAA consist of five standards. HIPAA legislation requires the Secretary of the federal Department of Health and Human Services (HHS) to adopt national standards for:

- Electronic transactions, including administrative and financial health care information (e.g., claims) and code sets (e.g., diagnosis codes, procedure codes, procedure code modifiers).
- Unique health care identification numbers for providers, health plans, and employers.
- Privacy and security of individually identifiable health care information.
- Electronic submission of claims attachments.
- Enforcement of the components of HIPAA.

We apologize for any confusion this error may have caused. If you have questions, contact Provider Services at (800) 947-9627 or (608) 221-9883, or visit our Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/) for a corrected version of the *HIPAA inSight* article. ✦

Under the new [CMS] structure, Medicaid will originate from the Center for Medicaid and State Operations.

# Medicaid Basic Training offered

*Continued from page 1*

Attachment 1 of this *Update*. Refer to the Provider Resources section of the All-Provider Handbook for information on when it is appropriate to use these various resources.

## Registration

Wisconsin Medicaid does not charge providers a fee to attend Medicaid Basic Training; however, providers who wish to attend need to register (refer to the table below for registration deadlines). To register, complete the registration form in Attachment 2 and submit it either by fax or mail to Wisconsin Medicaid at:

FAX submissions  
Attention: Training Coordinator  
(608) 221-0885

Mail submissions  
Training Coordinator  
Wisconsin Medicaid  
6406 Bridge Road  
Madison, WI  
53784-0017

Providers who receive a registration form through another mailing may use either form to register. If using a form received by other means, be sure to verify that the date, time, and location information is the same as the information included in this *Update*.

This training will focus on Medicaid fee-for-service policy and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care information, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements. ✦

**W**isconsin Medicaid does not charge providers a fee to attend Medicaid Basic Training; however, providers who wish to attend need to register.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).

<b>Medicaid Basic Training</b>			
<b>Location</b>	<b>Date</b>	<b>Time</b>	<b>Registration Deadline</b>
Radisson Paper Valley Hotel 333 West College Avenue Appleton, Wisconsin (920) 733-8000	September 18 and September 19	9:00 a.m. - 11:30 a.m. (both days)	September 12, 2001
Park Inn 2101 North Mountain Road Wausau, Wisconsin (715) 842-0711	October 2	9:00 a.m. - 11:30 a.m.	September 24, 2001
Holiday Inn Convention Center 205 South Barstow Street Eau Claire, Wisconsin (715) 835-6121	October 3	9:00 a.m. - 11:30 a.m.	September 24, 2001

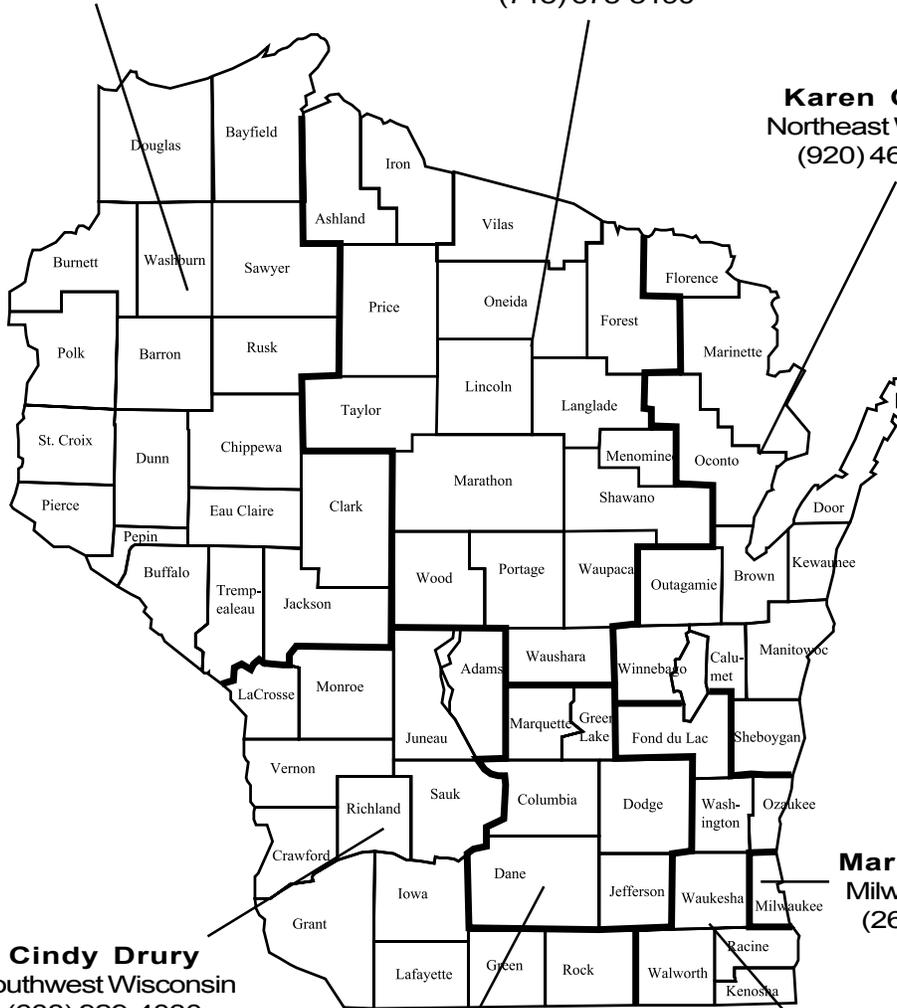
# ATTACHMENT 1

## Medicaid Professional Relations Representative map

**Denise Kruswcki**  
Northwest Wisconsin  
(715) 694-2114

**Joan Buntin**  
North Central Wisconsin  
(715) 675-3190

**Karen Gordon**  
Northeast Wisconsin  
(920) 465-9425



**Cindy Drury**  
Southwest Wisconsin  
(608) 929-4030

**Jude Benish**  
South Central Wisconsin  
(608) 836-9428

**Vicky Murphy**  
Southeast Wisconsin  
(608) 756-1422

**Maria Schwartz**  
Milwaukee County  
(262) 695-1915

**David Miess**, Director  
(608) 221-4746

**Teresa Miller**  
Milwaukee Family Project  
(414) 227-4256

# ATTACHMENT 2

## Medicaid Basic Training registration form

(The registration form is located on the following page.)

# Medicaid Basic Training registration form

## AGENDA

- ✓ Understanding basic Medicaid procedures for all providers.
- ✓ You and your NEW All-Provider Handbook.
  - Eligibility/Forward Card.
  - Other insurance (OI) codes.
  - Medicare disclaimer codes/cross-over claims.
  - General claims submission/adjustments.
  - Remittance and Status (R/S) Reports.
- ✓ Basic claims information.
- ✓ Health Insurance Portability and Accountability Act of 1996 (HIPAA) overview.
- ✓ Meet your Rep. 

This training is intended for new providers or new billing staff who need to increase their BASIC knowledge of the Medicaid program. This training will not include service-specific billing and policy information.

## Registration

Name \_\_\_\_\_

Specialty \_\_\_\_\_

Telephone number \_\_\_\_\_

What is your present level of Medicaid experience?  
 \_\_\_\_\_  
 \_\_\_\_\_

Please indicate which training date you will attend.

<b>Radisson Paper Valley Hotel</b> 333 West College Avenue Appleton, Wisconsin (920) 733-8000	<input type="checkbox"/> September 18 (9:00 a.m. - 11:30 a.m.)  <input type="checkbox"/> September 19 (9:00 a.m. - 11:30 a.m.)
<b>Park Inn</b> 2101 North Mountain Road Wausau, Wisconsin (715) 842-0711	<input type="checkbox"/> October 2 (9:00 a.m. - 11:30 a.m.)
<b>Holiday Inn Convention Center</b> 205 South Barstow Street Eau Claire, Wisconsin (715) 835-6121	<input type="checkbox"/> October 3 (9:00 a.m. - 11:30 a.m.)

Please bring your All-Provider Handbook to the training. For an additional copy, please contact Provider Services or refer to the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).

Those who would like to attend are required to register by September 12 for the training sessions in Appleton and by September 24 for the training in Wausau and Eau Claire.

You may either fax or mail this registration form to:  
**Fax — Attention: Training Coordinator, (608) 221-0885**  
**Mail — Attention: Training Coordinator**  
**Wisconsin Medicaid**  
**6406 Bridge Rd.**  
**Madison, WI 53784-0017**